



County of Sonoma Department of Health Services Behavioral Health Division

Full Service Partnerships

MHSA funds several Full Services Partnerships that are intensive programs emphasizing recovery and resilience. They include individualized mental health services and offer integrated services for client and their families. These programs link to extensive services, including mental health, medical care, education, employment, and housing. Full Service Partnerships have a pool of flexible funding that may be used to provide 'whatever it takes' for a client to attain recovery. There is 24/7 access to care. Caseload ratio is 1:15. The target population for these programs is people with serious and persistent mental illness who are homeless or at risk of homelessness and may also be diagnosed with a substance abuse or dependence disorder; or children who are seriously emotionally disturbed and are a risk of out of home placement.

Sonoma County Full Service Partnership Programs include:



Family Advocacy Stabilization and Support Team (FASST) that works closely with *Sunny Hills Children's Services* to provide wrap around services for children who are seriously emotionally disturbed and are at risk for out of home placement. Services are family centered.

Transitional Age Youth (TAY) Program provides intensive mental health services for youth ages 18 to 25 that are diagnosed as seriously and persistently mentally ill.

TAY work closely with *Buckelew Program, Inc.* who provides supportive permanent housing and *Social Advocates for Youth – Tamayo House (SAY)* who provides supportive housing to the transitional age youth up to the age of 21.

Integrated Recovery Team (IRT) provides intensive mental health services to people with serious and persistent mental illness who are also diagnosed with substance use disorders. IRT works closely *Buckelew Program, Inc.* who provides permanent supportive housing services.

Older Adult Intensive Services Team provides intensive mental health services to people over the age of 60 who are seriously mentally ill, medically compromised and are at risk needing a higher level of care. The Older Adult Intensive Services Team work closely with *Buckelew Programs, Inc.* who provides permanent supportive housing services and *West County Community Services/Family Services Agency* who provides peer support services to the older adults on the Team.

Forensic Assertive Community Treatment Team and Mental Health Court

The Forensic Assertive Community Treatment (FACT) Team provides intensive services to adult mentally ill offenders who have committed low level felonies or misdemeanors who typically have high needs that include substance use, but do not meet all the criteria to enroll in a Full Service Partnership program. Referrals to FACT come directly from jail, by either the public defender or the court and are referred through *Mental Health Court*. FACT participants agree to probation conditions that include mental health treatment. FACT

participant probation conditions are supervised by an embedded probation officer on the FACT Team and the mental health court.

The FACT program contains many elements of a Full Service Partnership including intensive services, 24/7 coverage, and low caseloads. The FACT program works closely with *Buckelew Programs, Inc.* who provides a master lease program for consumers who are in need of housing.

Crisis Services

Sonoma County Department of Health Services –Behavioral Health Division has used Mental Health Services Act dollars to fund a comprehensive response to crisis that may occur in the community. This multi-level crisis response increases the access to emergency services to resident of Sonoma County and decreases poor outcomes for people experiencing a behavioral health crisis.

A key approach for Sonoma County Behavioral Health Division is to develop strategies to train community members to recognize signs and symptoms of mental illness and how to effectively intervene when a crisis occurs.

MENTAL HEALTH CRISIS CALL

Guidelines for

Effective

Communication

With 911 Dispatch



Guidelines for Effective Communication with 911 Dispatch

Published in 2010, *Guidelines for Effective Communication with 911 Dispatch*. The goal of *Guidelines for Effective Communication with 911 Dispatch* is to prepare both law enforcement and family members for responding to a mental health crisis in hopes of increasing public safety and decreasing poor outcomes. The brochure provides family members and loved ones with language to communicate to law enforcement officers that a behavioral health crisis was in progress.

The brochure provides a variety of scripts that communicate the severity and the circumstances of the mental health crisis. It assists the user to communicate important information about the person experiencing the mental health crisis. It informs the caller how to call and how to ask for assistance. It also prepares the caller with information about the law, their rights, and how the officers might respond.

Crisis Intervention Training for Law Enforcement Personnel

Since March 2008, the Sonoma County Behavioral Health Division has partnered with the *Sonoma County Sheriff's Department* and *Santa Rosa Police Department* to conduct the Crisis Intervention Training (CIT) Academy for Law Enforcement. Law enforcement agencies throughout Sonoma County attend the CIT Academy is conducted twice each year. Law enforcement agencies throughout Sonoma County attend the CIT Academy is conducted twice each year. The 4 day 32 hour training academy is designed to increase officers' skills to intervene with mental health consumers, individuals with substance use issues, and individuals in crisis.

CIT trains law enforcement officers to become more adept at dealing with mental health consumers, individuals with substance abuse issues, and individuals in crisis. CIT is useful in domestic violence cases and in contacts with youth, elderly citizens, and the general public. CIT is conducted by specially trained law enforcement personnel, mental health professionals, mental health consumers and family advocates. The training includes identification of types of mental illness, verbal skills for de-escalation of potentially violent situations, specifics on suicide intervention, and a mental health system overview.

Crisis Assessment, Prevention and Education (CAPE) Team

The CAPE Team is an early intervention prevention strategy specifically designed to intervene with transitional age youth, ages 16 to 24, which are at risk of or are experiencing first onset of mental illness and its multiple issues and risk factors (substance use, trauma, depression, anxiety, self harm, and suicide risk). The CAPE Team is aimed at preventing the occurrence and severity of mental health problems for transitional youth. The CAPE Team will be staffed by Sonoma County Behavioral Health licensed clinical staff and located in several high schools and at Santa Rosa Junior College to guarantee reaching the largest group of transition age youth (TAY), ages 16 to 25 years, in Sonoma County.

The CAPE Team contains 5 core components:

- Mobile Response by licensed staff are available in school-based settings to provide services to TAY at-risk of or experiencing first onset of serious psychiatric illness
- Training for selected teachers, faculty, parents, counselors and law enforcement personnel to recognize the warning signs of mental illness and refer to the CAPE Team.
- Screening and Assessment of at-risk youth in high schools and colleges.
- Peer-based services including youth training and counseling and support groups for at-risk youth and families.
- Educational Activities for Faculty, families, and youth, related to mental health education and awareness.

Psychiatric Emergency Services

Psychiatric Emergency Services (PES) is available 24-hour, 7 day a week to provide emergency assessment, stabilization and disposition for children, adults and their families. People can come to PES on their own or they can be brought in by police, by ambulance, or by their families or loved ones.

Crisis Stabilization Services

Crisis Stabilization Services is a comprehensive array of services designed to stabilize the conditions of acute or severe psychiatric symptoms. It is a voluntary program, provided in comfortable environment by qualified professional staff. This service is intended for persons whose condition can be stabilized with short-term intensive services – up to 23 hours. The goal of Crisis Stabilization is to stabilize the crisis situation as quickly as possible and to prevent unnecessary inpatient hospitalization.

Consumer Driven Programs

The Wellness and Advocacy Center - The Wellness and Advocacy Center is a consumer operated self-help center program that provides mental health consumers the opportunity to participate in a variety of activities to assist in personal and social enrichment with their peers. Ongoing activities include; a career /computer lab, the art program; the garden project; self help groups, speakers bureau, a quarter-life group. The Wellness and Advocacy Center is a program of *Goodwill Industries of the Redwood Empire*.

Interlink Self Help Center - Interlink is a consumer operated self-help center program that provides many groups, one-to-one support, Peer Support Training, and information and referral to other agencies and resources, as well as a safe environment for people to explore their mental health recovery. Interlink Self-Help Center is a program of *Goodwill Industries of the Redwood Empire*.



Russian River Empowerment Center - The Russian River

Empowerment Center (The Empowerment Center) is a consumer-driven mental health and wellness drop-in center that provides a safe and supportive haven for those who want to transcend serious and persistent mental illness. With peer support, The Empowerment Center nurtures a positive self-worth, recovery, self-determination, responsibility, and choice. The Empowerment Center offers a variety of services to support our members including, a garden project, community lunch, groups and other activities. The Russian River Empowerment Center is a program of *West County Community Services/Family Services Agency*.

Outreach and Engagement

Community Intervention Program (CIP) is an early intervention and identification program that provides mental health service to most vulnerable populations at places they congregate.

CIP staff is co-located at homeless shelters, community health centers, and drug treatment programs. CIP staff work closely with law enforcement agencies to intervene with people that are of community concern. *CIP is staffed by Sonoma County Behavioral Health and over 15 community partners.*

Family Services Coordinator provides a service coordinator to assist families throughout Sonoma County with navigation of all mental health programs, including public and private insurance, the court process, etc. The Family Services Coordinator is a program of *Buckelew Programs, Inc.*

National Alliance on Mental Illness (NAMI) is a grassroots family, client and community member organization, dedicated to improving the lives of people with mental health challenges and the lives of their families and friends. NAMI provides education, support, and advocacy to family member and loved ones of people who have psychiatric disabilities.

PREVENTION AND EARLY INTERVENTION

Prevention and Early Services to Children ages Birth to 5 years and Their Families

Early Childhood Mental Health Collaborative provides screening, service navigation, assessment and interventions to children from birth to 5 years old and their families and caregivers in order to prevent mental health issues and/or to allow for early identification of potential problems. The Collaborative also provides training and technical assistance to medical providers and within health setting to insure the inclusion of screening for social/emotional/behaviors issues. The Collaborative also works closely with the *Mental Health Consultation Program* that provides day care providers an opportunity to receive consultation regarding children that exhibit behavioral difficulties in a day care setting. The Early Childhood Mental Health Collaborative also offers a comprehensive psychological assessment to high risk children and their families who are identified as needing such.



Interventions include: case management when screening identify a potential problems to help parents understand screening results and identify next steps including available resources, Triple P – Positive Parenting Program, Trauma Focused – Cognitive Behavioral Therapy, or Parent Child Interaction Therapy, support, and parent education using short term 1:1 and/or group formats either in the home or at center-based interventions, and therapeutic play groups. Early Childhood Mental Health Collaborative partners include *Early Learning Institute, Petaluma People Services, Jewish Family* and

Services to School Aged Children 5-18

Sonoma County Student Assistance Program Collaborative is a countywide prevention and early intervention system of care for adolescents at 17 high schools in Sonoma County that are providing Project SUCCESS Plus and includes 5 community based organizations to provide counseling services to youth who demonstrate a need for mental health services.

The Collaborative provides the Project SUCCESS model at the 17 high schools by offering enhancements (*Project SUCCESS Plus*, or PS+) that address mental/behavioral health issues through the delivery of culturally appropriate mental/behavioral health prevention education, early identification, and screening strategies. PS+ Model includes the following components, prevention education, screening, counseling, family engagement and parent programs using referral and resources, school staff development, school-wide awareness and outreach, community coalitions, and cultural competency efforts. This collaborative effort is a project of *Sonoma County Office of Education*.

Toolbox Toolkit Project – *California Parenting Institute* (CPI) has partnered with *The Toolbox Project* to provide parents and children with comprehensive, systematic and practical methodologies that teach fundamental tools and practices in personal and social awareness. Toolbox Toolkit Project provides a Student Assistance Program that covers the full range of prevention and early intervention activities including: 1) Toolbox Project Social and Emotional Learning Curriculum – to teach children the critical skills of self-awareness and self-management, empathy and respect, 2) Counseling Support Groups and Case Management, 3) Family Engagement and Parent Programs – CPI bilingual parent educators trained both in the Toolbox project and Triple P Parenting program are available to engage parents through workshops, consultation and referral. Services will also be made available in the family home after hours and on weekends.

The Toolbox Toolkit Project works with children and their families at *Wright* and *Bellvue Elementary* schools in southwest Santa Rosa.



Early Risers Skills for Success Program - *West County Community Services* (WCCS) in partnership with *Guerneville Elementary* and *Monte Rio K-8* schools to provide a multi-component developmentally focused, competency enhancement program. The child-focused components include; 1) Summer Day Camp offered 4 days per week for 6 weeks consisting of social-emotional skills training and education, reading enrichment, and created arts experiences supported by a behavioral management protocol, 2) School Year Friendship consultation, and mentoring activities, 4) The family-focused component includes: a) Family Nights with Parent Education where children and parents come to the

school five times per year during the evening, with children participating in fun activities while their parents meet in small groups for parenting-focused education and skills-training, and b) Family support which is the implementation of an individually designed case plan for each family to address their specific needs, strengths, and maladaptive patterns through goal setting, brief interventions, referral, continuous monitoring, and if indicated, more intensive and tailored parent skills training.

Services to Populations who experience disparity in Access to Mental Health Services

Services Targeting the GLBTQQI Youth Community - *Positive Images* is a community based non-profit and is

the only agency in Sonoma County serving the unique needs of gay, lesbian, bi-sexual, transgender, queer, gender-queer, questioning, and intersex (GLBTQQI) youth ages 12 to 25. Positive Images provides seminars teaching youth, staff, volunteers and the community the indicators of mental distress specific to the GLBTQQI population; enhanced relationships with ethnic communities through targeted recruitment for youth and adults of color for peer and mentoring programs; information sharing with all partners especially faith-based groups, law enforcement, and juvenile justice organizations; train youth outreach workers to engage more GLBTQQI youth and allies in programs and services.



Services Targeting the Native American Community - Sonoma County Indian Health Project, Inc. (SCIHP) - SCIHP provides services to Native American tribes of Northern California, Pomo, Miwok, Wappo and other tribe members from other nations who reside in

Sonoma County. SCIP facilitate presentations and workshops conducted by Native American Health experts addressing obstacles to Native Americans seeking mental health services through education and outreach to the Native community to foster normalcy for accessing mental health services at SCIHP, recruit Native "Aunties and Uncles" and 5 Native American mentors to provide support services to transition age youth and families who will be trained to increase their awareness of signs and symptoms of mental illness and to be proficient in accessing resources available in the community and , routinely screens for depression for transition age youth ages 15-24 in the medical clinic

Services Targeting the African American Community - Community Baptist Church (CBC) is located in Santa Rosa and was the denominations first African American church. Currently, CBC has an ethnically and culturally diverse congregation. CBC provides programming and services to children, youth, and their families including special services to seniors that are supported by volunteers and donations. Programs include: 1) Village Project: a weekly program for children ages 8-13 using a faith based curriculum that focuses on character building; 2) The Saturday Academy: a weekly program that features topics of importance to youth of the church and the community. Adults from the community are asked to bring a youth relative or friend. The program is a participatory program that focuses on is building character through faith based teachings and other relevant issues (hygiene, fashion, health, education, respect for elders, etc.) using open discussion, role playing, speakers, etc., 3) Rites of Passage: an eight month program for predominately youth ages 14-18. This program uses adult mentors (civic and community leaders, elected officials, etc.) to provide youth with life skills to assist youth into a successful transition into adulthood; 4) Safe Harbor Project: This is a new multifaceted project utilizing various modalities to assist individuals and their families to gain knowledge and skills to enable them to better understand, manage and cope with issues that arise.



Services Targeting the Latino Community - Latino Service Providers – Sonoma County’s (LSP-SC) mission is to serve and strengthen Hispanic families and children by building



healthy communities and reducing disparities in Sonoma County by offering a variety of mechanisms for networking, collaboration, information exchange, enabling all groups to

work together to leverage resources and influence service delivery and promote professional development. The LSP- SC was founded in 1989 by Latino leaders in education, government, social services sectors. LSP-SC is currently comprised of 450 members from neighborhood and community groups, schools, public and private health service providers, schools, law enforcement, immigration and naturalization agencies, social service agencies, city and county governments, criminal justice systems, and the business community. LSP-SC: 1) convenes and facilitates monthly meetings of the LSP – SC. These are hosted by members throughout the Sonoma County regions where members visit and learn about programs, services and resources at the variety of social and health service programs; 2) maintains and Email distribution system – A system of email distribution to provide information on events, activities, and resources to its members. Members send announcements that are posted one to 3 times per week. 3) maintains a website which serves as a hub for outreach information and resources for families, children, and providers including information to assist with outreach to the Latino community including newspapers and media contacts. The website links the Latino community and service providers to the Latino community to services and resources. The website is also used as a communication tool and allows members to post messages.

West County Community Service serves as LSP-SC the fiscal sponsor.

Service Targeting Older Adults

Older Adult Collaborative (OAC) is a 6 agency collaborative project led by *Sonoma County Human Services Department – Adults and Aging Division*. The collaborative members are: *Council on Aging (COA)*, *Family Service Agency (FSA)*, *Jewish Family and Children’s Services (JFCS)*, *Petaluma People Services (PPSC)* and *West County Community Services (WCCS)*. OAC provides a prevention and early intervention model to reduce depression and suicide among older adults throughout Sonoma County by administration of a depression screening by both licensed experience professionals and peer/volunteers who are supervised by licensed professionals, making referrals of case managed clients to counseling and psychotherapy for those older adults identified as at risk for depression, and expansion of Family Service Agency internship training program to allow for expanded referrals.

The OAC also trains over 2000 non-clinical community ‘gate keepers’ in the Question, Persuade, Refer (QRP) program. Five of the 6 partner agency case managers are trained in the Health IDEAS (Identifying Depression, Empowering Activities for seniors) model and provide interventions to those seniors already receiving case management services through existing care management programs

